

arla  
propertymark

PROTECTED

# CGT<sup>R</sup>

LETTINGS



Cheltenham



Stroud



Tewkesbury



Quedgeley & Kingsway



Gloucester

Est. 1987

Trust the Experts



# INTRODUCTION

Thank you for considering CGT Lettings for the total management of your property.

Established in 1987 and with prominent offices in Cheltenham, Gloucester, Quedgeley & Kingsway, Stroud and Tewkesbury we have become the region's leading letting agent.

At CGT Lettings we believe in offering a straightforward, honest, professional and competent service where the Landlord's interest is always of paramount importance.

We, at CGT Lettings, aim to take all the worry and concerns away from you so that you are free to carry on with your busy life.

With over 150 pieces of legislation you are responsible for upholding, letting a property can seem a daunting and difficult project and although there can be issues this is where a professional and dedicated management company like CGT Lettings can help. Our team of experienced, trained professionals have many, many years of experience of the property market.

The information in this brochure does not aim to be totally comprehensive, however it is a guide to the range of services that we offer. It will hopefully dispel any worries you may have and show you that during your time as a landlord with us we will take care of your every need. Should you require clarification on any point please do not hesitate to contact one of our fully trained staff or call in to see us.



# HOW IT ALL WORKS

1. The first step is for your property to be valued for the rental market. This involves one of our managers visiting your property to view it. Advice will be given on standards of presentation, quality of fittings, range of appliances (i.e. dishwasher, washing machine, etc), location and duration of letting. At this time we will discuss with you, in detail, how we will manage the letting of your property. If you have preferences for the circumstances of the tenant or wish us to consider any limitations e.g. non smoker, professional couple, no pets etc. we will be happy to work within such parameters.
2. Once a rental figure has been discussed and agreed, and you have confirmed that CGT Lettings will be managing the property, we shall require you to complete our Landlords Information Booklet which will request information such as your bank details, your address, insurer's details etc. and it is really important you sign our terms of business - as the most important document we hold.
3. We will then include details of your property on our availability lists. Along with contacting our pool of applicants looking to move, we also subscribe to the main internet portals.
4. Our established and well visited Internet site promotes your property and improves communication, particularly for landlords overseas. The site is updated daily, why don't you check out our MD's helpful blog, with legislation and advice? [www.cgtlettings.co.uk](http://www.cgtlettings.co.uk)
5. All prospective tenants will be accompanied at all times when viewing your property and we will provide regular feedback.
6. Once a prospective tenant has been secured (subject to your approval) we will obtain references, rental guarantee if applicable and on satisfactory receipt, the tenancy will be agreed.

CGT LETTINGS are working in partnership with



No deposits. More control. Better living

**FlatFair™** is the simple, safe and affordable alternative to tenancy deposits

**Benefit from extra protection, more rent, faster payouts and fewer voids**



# MORE DETAIL

## 1. **ARLA Propertymark & SAFEAGENT**

We are pleased to confirm our licensed membership of the Association of Residential Letting Agents (ARLA Propertymark) who in guiding the Government on current and future legislation keep us advised of any changes in the industry. Our Managing Director Angharad Trueman is even the ARLA propertymark representative for Gloucester, Bristol, Bath and N/E Somerset. All monies held by CGT Lettings are bonded and secure under the ARLA bonding scheme. We are also a member of SAFEAGENT and Property Ombudsman.

## 2. **Advertising**

Available property details are circulated through our mailing lists and websites and we will continue to promote your property until let.

## 3. **Viewings**

A trained member of staff will accompany all prospective tenants to your property.

## 4. **References/Rent Guarantee**

We take all steps possible to ensure the highest calibre of tenant. We therefore employ a specialist company to obtain detailed credit searches and County Court judgement history. As a consequence of this process we are able to offer a rental guarantee under our platinum and gold services which includes legal fees.

## 5. **Technology**

Our established and well visited website promotes your property. Easier and faster communication via email creates a closer bond with landlords, particularly those overseas. It has been judged by tenants and landlords to be the best local property website.

## 6. **Deposit Free**

We are able to market your property with a deposit free option, please ask for details.

## 7. **Deposit**

The deposit is 5 weeks rent. A deposit will be held in a separate account to cover any dilapidations and damages that may occur. All tenants' deposits are registered with the Tenancy Deposit Scheme (TDS).

## 8. **Services**

Electric, Gas, Water and Council Tax become the responsibility of the tenant. Prior to the tenant moving in we will take meter readings. We then advise all relevant services of the change to the account name. When a tenancy finishes we advise the relevant utility companies of the end readings.

## 9. **Tenancy Agreement**

All tenancy agreements used by CGT Lettings are in accordance with the current Housing Act. Additional clauses may be added to protect certain wishes of the landlord. This section is very detailed and if you would like to discuss specific points please do not hesitate to contact the office.

## 10. **Maintenance**

We have a team of trained and trusted contractors who will undertake to carry out repairs to your property. We recommend a repairs allowance to deal with emergencies and minor problems. It is very important that repairs and problems are attended to quickly and efficiently. In the case of a serious problem, quotes would be obtained and forwarded to you for authorisation. If you prefer us to use your own maintenance contractors we will be happy to do so.

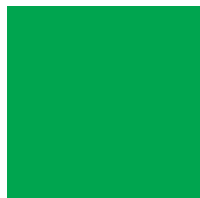
## 11. **Legislation and Safety**

We are able to advise on all legislation including safety and we employ qualified contractors on your behalf to carry out the necessary checks. If you would prefer us to use our own contractors this can be arranged providing they are suitably qualified.

## 12. **Rent Collection**

All rental monies are due on the 1st of the month paid by Standing Order from the tenant. Rental income will normally be credited into your account around the 8th of each month. CGT Lettings operates the BACS system (electronic payments) thereby avoiding sending cheques by post.

\*Conditions apply





This system is simple, straightforward and benefits you the client. In the unlikely event of rent being overdue this will be dealt with immediately and should it become necessary rental guarantees effected and any legal action will be instigated with your approval. We will chase your rent arrears until paid or end of the tenancy.

### 13. **Insurance\***

We strongly advise that you take out insurance via our Landlord Specialist block policy covering you for both buildings and malicious damage.

### 14. **Inspection Visits**

We undertake to inspect your property after three months and periodically thereafter throughout the tenancy with any recommendations. You will be sent a written report after every inspection. (managed properties only)

### 15. **Inventory**

Whether your property is to be let furnished or unfurnished we will instruct a third party to undertake a full and detailed inventory of your property. The tenant is asked to check this within 48 hours of moving in, then to sign and return it to us.

### 16. **Training**

It is essential to keep updated with legislation and regulations imposed on landlords. We operate a training scheme in association with ARLA for all members of staff, who regularly attend courses to keep up to date with changes and to attain recognised professional qualifications.

### 17. **Finance and Tax Planning**

UK rental income is subject to tax, whether the landlord lives in this country or overseas. To assist landlords in completing their tax returns, we can provide, for a small fee, an annual summary of rental income and expenditure. (Free for Platinum Service customers). For overseas landlords, we request that you apply to HMRC for an approval number. This enables us to pay rental income without making any tax deduction.

### 18. **Mortgages**

It is important that all prospective Landlords obtain permission from their lender, if applicable, prior to letting the property. It may be that your bank or building society will wish to see the tenancy agreement so please do not hesitate to ask them to contact us direct.

### 19. **Market Appraisal**

Our Lettings Manager will meet you at your property to assess a current rental figure. As with any property, presentation and the standard of fittings are all important, especially when wishing to attract a good quality tenant who will care for and appreciate your home as much as you do.

### 20. **Software**

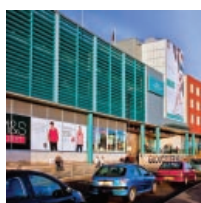
Day-to-day control of financial transactions and all other activities which affect landlords, tenants and properties is carried out using a sophisticated computer network. LetMC Software is the market leader in the residential property letting field and enables us to instantly access information which affects you or your property.

### 21. **Services**

CGT Lettings Ltd is able to offer landlords a choice of services, however for your safety we strongly advise that all landlords take up our managed service due to the amount of legislation you must abide by and the possible large fines and imprisonment that can result from a breach. The fees quoted below are based on an individual property. Unlike some of our competitors our fees are totally transparent with no 'hidden' extras, we are able to provide you with a complete price list at your request.

### 22. **Testing of smoke alarms**

Due to The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 we will visit your property on the day of move in to test the smoke alarms present (there must be one on every floor) and ensure your tenants sign a document which explains to them who has tested them and that they are safe. This is conducted for silver and gold properties at no extra cost, however for bronze properties YOU must conduct these checks on the day of move in and provide a document proving this has taken place before we are able to provide your tenant with keys.



## PLATINUM SERVICE

The Platinum Package available to rentals of £870pcm and above provides landlords with a complete property management service including liaising with your tenants for all maintenance related issues, it also covers the non-payment of rent the month it is due, with no excess and regardless of whether the tenant pays, access to all landlord seminars and a few extra perks! You can rest assured that your property is being professionally managed, whilst never having to worry about rent arrears or legal fees.

We believe this rental guarantee really is a fantastic unparalleled service, unseen elsewhere in the local market and is a brilliant guarantee of income for all landlords.

Fee 17% (+VAT) management fee deducted from your gross rent.

## GOLD SERVICE

The Gold Package provides landlords with a complete property management service and covers non payment of rent the month it is due, with no excess and regardless of whether or not the tenant pays. You can therefore rest assured that your property is being professionally managed, whilst never having to worry about rent arrears or legal fees subject to terms and conditions.

Fees: 12% (+VAT) management fee deducted from the gross rent.

CGT Rent Guarantee: £15 per month for properties with a rental value up to £1000 pcm, and £25 per month between £1001 and £2000 pcm. Payable for a maximum of 6 months of arrears and then possession must be sought.

We charge a tenancy arrangement fee of £384 inc.VAT for marketing (including all advertising), preparing the lease and lodging the tenant's deposit with the TDS (Tenancy Deposit Scheme). A separate inventory fee is also charged depending on the size of the property and periodic inspections are charged at a cost of £30 plus VAT per visit. All fees are deducted from rent, therefore no up front payment is required.

## SILVER SERVICE

The Silver Service is a full management package.

Fees: 12% (+VAT) management fee deducted from the gross rent.

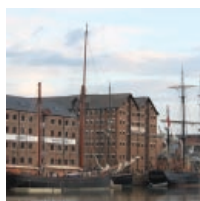
We charge a tenancy arrangement fee of £384 inc. VAT for marketing (including all advertising), preparing the lease and lodging the tenant's deposit with the TDS (Tenancy Deposit Scheme). A separate inventory fee is also charged depending on the size of the property and periodic inspections are charged at a cost of £30 plus VAT per visit. All fees are deducted from rent, therefore no up front payment is required.

## BRONZE SERVICE

The Bronze Service is designed for landlords who do not wish to become involved with the marketing, administration or referencing when securing a tenant, but wish to manage the property themselves once the tenant has moved in, we will require you to sign an indemnity confirming you have been trained in all lettings legislation and are fully up to date before the tenancy begins.

**A separate inventory fee** is also charged depending on the size of the property. All fees are deducted from rent, therefore no up front payment is required.

Fee: First months rent inclusive of VAT subject to a minimum fee of £510 (inclusive of VAT) Plus we are also able to conduct periodic inspections on your behalf if you wish at a cost of £125.00 plus VAT



	PLATINUM	GOLD	SILVER	BRONZE
Free market appraisal	✓	✓	✓	✓
Marketing, including internet exposure	✓	✓	✓	✓
Escorted viewings and regular feedback	✓	✓	✓	✓
Eye catching 'to let' boards	✓	✓	✓	✓
12 month rent guarantee to cover non payment of rent and paid within 20 days of rent due date. Legal fees included (maximum cover of £2000pcm)	✓ <sup>**</sup>	✓ <sup>**</sup>	—	—
Collection of deposit and lodging with Tenancy Deposit Scheme (TDS)	✓	✓	✓	✓
Organising all certification (if required) for energy performance, gas and electricity	✓	✓	✓	—
Preparing, signing and witnessing of tenancy agreement	✓	✓	✓	✓
Collection of rent, monthly statements and arrears chasing	✓	✓	✓	—
Regular property inspections and reports	✓	✓	✓	If requested at extra cost
Inventory checkout at end of tenancy	✓	✓	✓	If requested at extra cost
Access to CGT block policy for specialist landlords' buildings insurance including free contents cover (includes malicious damage and loss of rent for uninhabitable property)	✓	✓	✓	✓
Notification to utility companies of meter readings at start and end of tenancy, to include council tax	✓	✓	✓	Only at start of tenancy - LL/TT responsible at end.
Maintenance issues taken care of by qualified tradesmen (costs for work apply)	✓	✓	✓	—
HMRC audit as per section 23 of the Tax and Management act	✓	✓	✓	—
Service of Section 21 Notice when landlord requires possession	✓ <sup>*</sup>	✓ <sup>*</sup>	✓ <sup>*</sup>	—
Regular rent reviews and service of section 13 notice (rent increase) letter to tenant.	✓	✓	✓	—
Annual tax statements	✓	✓ <sup>*</sup>	✓ <sup>*</sup>	—
Regular newsletters	✓	✓	✓	—
Access to legal blogs, updates and legal advice	✓	✓	✓	✓
Access to landlord seminars	Free	✓ <sup>*</sup>	✓ <sup>*</sup>	✓ <sup>*</sup>
Negotiation of deposit at end of tenancy	✓	✓	✓	—

<sup>\*\*</sup> Subject to terms and conditions    <sup>\*</sup>Fees apply





**QUEDGELEY & KINGSWAY**



**STROUD**



**CHELTENHAM**



**GLOUCESTER**



**TEWKESBURY**

**Trust the Experts**

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